

CI2, Inc. d/b/a Computer Intelligence2,
Inc.

FORM OF COVER SHEET FOR TARIFFS

P.S.C. NO. 2

CANCELS P.S.C. NO. 1

CI², Inc.

200 Galleria Parkway, Suite 1200

Atlanta, Georgia 30339

Rates, Rules and Administrative Regulations for Furnishing

IntraLATA Local Exchange Telecommunications Services

at

Kentucky

FILED WITH PUBLIC SERVICE COMMISSION
OF KENTUCKY

Issued April 1, 2002 Effective May 1, 2002

Issued by: CI², Inc.

By: Willa Andrella Baylis

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OF KENTUCKY
EFFECTIVE

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Pursuant to 807 KAR 0011,
SECTION 9(1)
BY Stephan O. Burt
SECRETARY OF THE COMMISSION

CI², INC. - GEORGIA, CORPORATION
REGULATIONS AND SCHEDULE OF CHARGES FOR
RESALE OF COMPETITIVE, INTRALATA
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
WITHIN THE STATE OF KENTUCKY

PUBLIC SERVICE COMMISSION
OF KENTUCKY
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MAY 01 2002

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)
BY: Stephan O. Burr
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BY Stephen D. Bay Effective 05/01/02
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SYMBOLS

The following are the only symbols used for the purposes indicated below:

C	Changed regulation
D	Discontinued rate or regulation
I	Increase
M	Matter relocated without change
N	New rate or regulation
R	Reduction
S	Reissued matter
T	Change in text, but no change in rate or regulation

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TARIFF FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised page 14 cancels the 3rd revised page 14.
- C. **Paragraph Numbering Sequence** - There are six levels of paragraph coding. Each level of coding is Subserving to its next higher level:
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 - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Pages** - When a Tariff filing is made with the Commission, an updated check page accompanies the Tariff filing. The check page lists the pages contained in the Tariff with a cross-reference to the current revision number. When new pages are added, the check page is changed to reflect the revision.

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FUNCTIONAL TO GOVERNMENT
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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Access Line

An arrangement which connects the customer's location to a switching center or point of presence.

Account Code

A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of service user so it may rate and bill the call. All Account codes shall be the sole property of the company and no Customer shall have any property or other right or interest in the use of any particular Account code.

Another Telephone Company

The term denotes a corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

Applicant

Any entity or individual who applies for service under this Tariff.

Asynchronous Transfer Mode

One of the general class of packet switching technologies that relay traffic via an address contained within the packet (referred to in ATM as cells). ATM is a switching method in which information does not occur periodically with respect to some reference such as a frame pattern.

ATM

An acronym for Asynchronous Transfer Mode

Base Rate Area

A specific section of an exchange area within which primary classes of service are available without Band Charges.

Basic Service Area

An area within which telephone service is furnished customers under a specific schedule of exchange area and without long distance charges. A basic service area may include one or more exchange service areas. The basic service area is always included in the local service area for a given exchange.

Baud

The term "baud" denotes a unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.

Bipolar With 8 Zero Substitution (B8ZS)

The term denotes a line code which allows transport of all zero octet over a DS1/1.544 Mbps High Capacity channel. B8ZS enables Clear Channel Capability on T-1 service.

Blocking

A temporary condition that may be initiated by the Company so that the Customer cannot complete a telephone call.

Business Customer

A Customer whose use of Service is for a business, professional, institutional, or occupational purpose.

Note 1: The ® symbol appearing herein denotes that the service indicated is a registered service mark of the BellSouth Corporation.

The * symbol appearing herein denotes that the service indicated is a service mark of the BellSouth Corporation.

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SECRETARY OF THE COMMISSION

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Business Line Features

Optional features available for use in conjunction with a customer's local exchange service.

Central Office

The term "Central Office" denotes a switching unit providing telephone service to the customers connected thereto.

Centrex Type Services

Central office based non-transport arrangements which permit abbreviated internal calling, and inward and outward calling from station lines associated with ESSX-1 service, ESSX[®] service, and Digital ESSX[®] service¹.

Channel

A channel is a path (or paths) for electrical communication, between two or more stations or Company offices. A channel may be furnished in such manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single facility or route.

Clear Channel Capability

The term denotes the ability to transport twenty-four, 64 Kpbs channels over a T-1 service channel, via B8ZS line code format.

Data Access Arrangement

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or, in lieu of the connection arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 7 of this Tariff.

Data Switching

The term "Data Switching" as used in connection with composite data service denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

Demarcation Point

The point of demarcation and/or interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a customer's premises. Company-installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to Subpart F of part 68 of the Federal Communications Commission's rules. "Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located, as determined by the Company's reasonable and non-discriminatory standard operating practices.

Direct Dialed

A call where the caller places a long distance call outside the caller's local service area without operator assistance.

Dual Service

A service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center during the time of a customer move.

Duplex Service

The term "Duplex Service" denotes service which provides for simultaneous transmission in both directions.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

End User

The person or legal entity that uses the service provided by the Company.

Enhanced Services

Optional services and features available for use in conjunction with a Customer's local exchange service.

Equal Access

The ability to access all long distance carriers by dialing 1 and not a string of long dialing codes. Equal Access provides the Company the ability to serve Customers on a pre-subscribed basis rather than through the use of dial access codes.

Exchange

A geographical area established for the administration of communication services and consists of one or more central offices together with associated facilities used in providing exchange services.

Exchange Access Line

The serving central office line equipment and all Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

Exchange access Lines are subdivided as follows:

- (a) **Central Office Line**
A circuit extending from a central office to the location of an individual access line, party line, or PBX.
- (b) **Main Station Line**
The circuit portion of a main station; the main station line extends from the main service location to the central office for Centrex Type Systems.
- (c) **Extension Station Line:**
The circuit portion of an extension station; the extension station line extends from the extension service location to the main service location or a central connecting point of the main service.
- (d) **Extension Line;**
A circuit with characteristics similar to an extension station line.
- (e) **PBX Station Line:**
The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.
- (f) **Key Station Line:**
The circuit portion of a key station; the key station line extends from the key station serving location to the key system common equipment location.
- (g) **Tie Line:**
A circuit connecting PBX and/or Centrex Type Services Systems.

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OF KENTUCKY
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Exchange Area

The entire area within which are located the stations that a customer may call at the rates and charges specified in the Local Exchange Services.

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Exchange Services

Lines and services that give Customers access to the telecommunications network.

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SECRETARY OF THE COMMISSION

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

F.C.C.
Federal Communications Commission.

Flat Rate Service
A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

Foreign Central Office Service
A classification of exchange service furnished to a customer in a multi-office exchange from a central office other than the one from which service would normally be furnished.

Foreign Exchange
A classification of exchange service furnished to a customer from an exchange other than the one from which the customer would normally be served.

Half-Duplex Service
This term denotes service which permits communications alternately in either direction or for communication in one direction only, including bi-directional simultaneous transmission of tones required solely for control purposes or quick turn around or synchronization.

I.L.E.C.
The incumbent Local Exchange Carrier.

Individual Case Basis
A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Individual Line Service
A classification of exchange service which provides that only one exchange access line shall be served by the line connecting such access line with the central office or other switching unit.

Installation Charge
A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

Integrated Services Digital Network (ISDN)
A network architecture supporting Digital Telecommunications services which are user selectable through a common access at a standard interface.

InterLATA Service
Telecommunications between a point located in a local access and transport area and a point located outside such area.

IntraLATA
A service that originates and terminates within the same LATA.

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Interface
This term denotes that point on the premises of the customer, authorized user or joint user at which provision is made for connection of other than Company provided facilities to services, provided by the Company.

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SECRETARY OF THE COMMISSION

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Interoffice Channel

The term denotes that element of a private line service which interconnects Local Channels which serve customers located in different central office areas (wire center serving areas).

IXC

Interexchange Carrier.

LATA

An acronym for Local Access and Transport Area .

Late Payment Charge

A late payment charge is a charge applied to a customer's bill when the previous month's bill has not been paid in full prior to the next billing date.

L.E.C.

LEC stands for Local Exchange Carrier.

Local Access and Transport Area

A geographic area established for the administration of communication service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes.

Local Channel

The term generally denotes that element of private line service required for connecting a customer premises to its serving wire center.

Local Exchange Carrier

The term "local exchange carrier" means any person that is engaged in the provision of telephone exchange service or exchange access.

Measured Rate Service

A classification of exchange service which is charged on the basis of a fixed local access line rate plus usage, as determined by the number of calls, the duration of the calls, the distance of the calls, and the time of day the calls are placed.

Message Rate Service

A classification of exchange service which is charged for on the basis of amount of use.

Modification of Final Judgment

Modification of Final Judgment refers to the judicial opinion set forth at United States vs. American Telephone & Telegraph Company, 552 F. Supp. 131 (D.C. 1982). See United States v. Western Electric Co., 552 F. Supp. 131 (D.D.C. 1982), affd sub nom. Maryland v. United States, 460 U.S. 1001 (1983).

Multipoint Service

This term denotes a service which provides communications capability between more than two private line station locations on different premises by means of a bridging or hubbing arrangement.

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Network Interface

The Network Interface is a standard Jack provided by the Company as a part of exchange access, WATS, or Private Line Services for the connection of customer terminal equipment and premises wiring to the Company network. The Network Interface will be located at the demarcation point.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Non-Recurring Charges

The one time charges for services or order processing including, but not limited to installation, special fees at time of ordering service.

NPA

Refers to the Numbering Plan Area and is commonly called an area code.

Operator Services

Operator services are operator provided services that help Customers to complete calls.

Party Line Service

A classification of exchange service which provides that two or more exchange access lines may be served by the same central office line.

Person-to-Person

A Person-to-Person call is any call whereby the person originating a call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Person-to-Person calls are provided by an operator.

PIC

An acronym for Primary Interexchange Carrier and is identified by a code number which is assigned by the LEC to the telephone numbers of all the Customers to that carrier to ensure the calls are routed over the correct network. When a customer switches long distance carriers, it often is referred to as a PIC change.

Point of Presence

The central office of where the LEC hands off the traffic of the Company's Customers or where the Customers access facility interconnects with the long distance network.

POP

An acronym for Point-of-Presence

Premises (same)

The Term "same premises" (except in connection with Inside Moves) shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the customer, either in the conduct of his business, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the customer in the conduct of his business and a residence provided both the business and the residence bear the same street address; or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

Promotions

Promotions are offerings of service that may include waivers or reductions in rates, that may be limited in term, dates, times and locations.

Presubscription

An arrangement whereby a Customer may select and designate an exchange carrier that it wishes to use for toll calling.

Private Line Channel Service

This term denotes a channel which provides a path for intraLATA communications capabilities between station locations or Company offices and the channel service is not directly connected to the public switched network.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Restriction Services

Restriction services allow Customers to customize the outbound calling capabilities of their lines.

Service

Any or all Services provided pursuant to this Tariff or other Tariffs of the Company.

Service Charges

Service charges are charges for services performed by the Company with respect to establishment and altering of Customer's lines and associated services and features.

Special Charges

Special charges are administrative fees associated with payment.

State

State refers to the State of Kentucky

Station-to-Station

For the purposes of this Tariff, Station-to-Station is any operator handled call that is not a Person-to-Person call.

Suspension of Service

An arrangement made at the request of the Customer, or initiated by the Company for violation of tariff regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises.

Telecommunications

The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

Telecommunications Service

The offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

Telecommunications Service Priority (TSP) System

A structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U.S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority as the Company.

Telephone Exchange Service

(a) A service within a telephone exchange, or within a connected system of telephone exchanges within the same exchange area operated to furnish to customers intercommunicating service of the character ordinarily furnished by a single exchange and which is covered by the exchange service charge, or (b) comparable service provided through a system of switches, transmission equipment, or other facilities (or combination thereof) by which a customer can originate and terminate a telecommunications service.

Terminate

Terminate means to permanently disconnect service.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Termination Liability Charge

This term when used in connection with specially constructed facilities denotes the portion of the Maximum Termination Liability that is applied as a nonrecurring charge when all services are discontinued prior to the expiration of the specified liability period. This term as used in connection with the application of termination charges for private line services denotes the discontinuance, either at the request of the customer or by the Company under its regulations concerning cancellation for cause, of service or facilities (including channels and station equipment provided by the Company).

Touch-Tone Dialing Capability

A classification of exchange service whereby calls are originated through the use of push-buttons in lieu of a rotary dial.

Underlying Carrier

Underlying Carrier refers to any carrier that provides local exchange services resold by the Company pursuant to this Tariff.

WATS

See Wide Area Telecommunications Service

Wide Area Telecommunications Service

The furnishing of facilities for dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in this Tariff.

Wire Center

A "Wire Center" is a Company facility that houses Company equipment for the provision of switched and non-switched telephone service to customers in a defined geographical area. The facility is identified with V&H coordinates and is assigned one or more NXX's for use in providing switched services to customers located in the specified geographical area. The Company equipment located at a Wire Center may consist of switching equipment or non-switched equipment working with a distant host switch as well as equipment used to terminate dedicated non-switched services.

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SECTION 2 - RULES AND REGULATIONS

2.1 Application of the Tariff

2.1.1 General

This Tariff contains the description, regulations, and rates applicable to all intrastate telecommunications services offered by CI², Inc. - Georgia, Corporation with principal offices located at 200 Galleria Parkway, Suite 1200, Atlanta, Georgia 30339. Service is furnished for communications; originating and terminating at points within the State of Kentucky under terms of this Tariff. The Company operates as a reseller and resells the services of LECs and DUCs. The coverage area is the entire State. (T)

2.1.2 Service Areas

CI², Inc., - Georgia, Corporation service areas coincide with those served by Bell South Telecommunications, Inc. Kentucky.

2.1.3 Class of Service

Business service is classified and charged where the use is primarily or substantially of a business, professional, institutional or occupational nature.

2.1.4 Exchange Rate Groups and Exchange Rate Group Classification

Rate groups applicable to Exchange Services and the appropriate classification for each Exchange Rate Group in Kentucky are based on Bell South Telecommunications, Inc. Kentucky Tariff - General Subscriber Service Tariff, Section A3.2 and A3.3.

2.1.5 Local Calling Areas

The rates specified in this tariff for flat rate services and measured services entitle customers to access all exchange access lines in the customer's county within the same LATA, all exchange access lines bearing the central office designation(s) of the customer's exchange, and all exchange access lines bearing the central office designation(s) of additional exchanges in the basic service area as shown in Bell South Telecommunications, Inc. Kentucky Tariff - General Subscriber Service Tariff, Section A3.6.

The rates specified in this tariff for message rate services not described above entitle customers to access all exchange access lines in the customer's county within the same LATA, all exchange access lines bearing the central office designation(s) of the customer's exchange, and all exchange access lines bearing the central office designation(s) of additional exchanges in the basic service area and the expanded service area as shown in Bell South Telecommunications, Inc. Kentucky Tariff - General Subscriber Service Tariff, Section A3.6. Usage charges specified herein apply for calls in the local calling area.

2.1.6 General

Optional non-basic exchange services may be offered periodically on a trial basis by the Company for technical and/or marketing purposes under the terms and conditions listed following. These trials shall be for the purpose of evaluating, in an operating environment, the performance and pricing of the specific service in conjunction with other marketing and environmental factors that can influence customer demand.

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SECTION 2 - RULES AND REGULATIONS

2.1 Application of the Tariff (continued)

2.1.7 Regulations

- A. Marketing and/or technical trials shall be governed by the regulations set forth in this section of the tariff.
- B. A marketing and/or technical trial shall not require a tariff filing or demand and cost support to initiate the trial. However, a transmittal letter shall be provided to the Kentucky Public Service Commission no later than fifteen (15) days before the start of the trial which will include the following information:
 - 1. A description of the new service proposed to be offered.
 - 2. The specific geographic area(s) or telephone exchange(s) in which the service is to be offered.
 - 3. The rates and charges for the service, including any applicable range of rates within which the rates may be increased or decreased;
 - 4. All rules and regulations governing the offering of the trial service to customers.
- C. A trial service may be offered to a customer, a group of customers, or to all customers in the classification(s) of service and the specific area(s) for which the trial service is made available. If the trial is to be limited to specific customers, the trial customer(s) shall be listed in the transmittal letter. However, a trial service may be offered at different rates to different geographical locations for the purpose of determining the appropriate rate. Rates for a trial service may also change for a specific location during the trial period to determine the appropriate rate(s).
- D. The applicable terms and conditions for the trial services shall be determined by the Company and provided for a test period of not less than one month or more than twelve months.
- E. The Company reserves the right to alter the rates, within the specific range, with thirty (30) days notice to the Commission.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service

2.2.1 Availability of Facilities

Service is offered subject to the availability of facilities, equipment, or systems, including those to be provided by the DUC(s), Company, CLEC(s) or LEC, the Company's ability to fulfill the order, and the provisions of this Tariff. The Company reserves the right, without incurring liability, to limit service to or from any location where the necessary facilities, equipment, systems, and/or switch software are available or where the Company is unable to fulfill the order.

2.2.2 Limited Communication

Shortage of facilities provided by the LEC caused by emergency conditions may result in limitation on the length of communication. The Company recognizes that underlying carriers may impose such limitation on service and reserves such right on their behalf.

2.2.3 Transfer of Service Between Customers

- A. At the Company's discretion, service previously furnished one customer may be assumed by a new customer if the new customer willingly assumes all indebtedness of the previous customer and existing financial responsibility for the account once such service has been cancelled or abandoned by the previous customer providing there is no lapse in the rendition of service. Service charges, as specified in Section 4 of this Tariff, will apply as appropriate.
- B. After the new customer assumes financial responsibility, the new customer may retain the existing telephone number if the Company deems such a transfer appropriate and if the previous customers consents or the previous customers has abandoned the service. After the new customer assumes financial responsibility and the previous customers has consented or is deemed by the Company to have abandoned the service, all future bills will be rendered to the new customer.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.4 Discontinuance of Service for Cause

The Company reserves the right to discontinue service without liability, or to limit the use of service when necessitated by conditions beyond the Company's control, when the Customer or End User is using service in violation of the law or in violation of the provisions of this Tariff.

The Company may, without notice, discontinue or suspend service under the following conditions:

1. Abandonment of the service.
2. Impersonation of another with fraudulent intent in application for or use of service.
3. Use of service in such a way as to impair or interfere with the service of other customers.
4. Abuse or fraudulent use of service including but not limited to (i) the use of service to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for the service; (ii) the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
5. Illegal use of service or equipment including, but not limited to (i) use of the service with intent to frighten, abuse, torment or harass another; (ii) use of foul or profane language; (iii) use of illegal equipment, services, or devices to place calls.
6. Any other violation of the Company's regulations.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.5 Discontinuance Procedures

- A. In the event of a proposed discontinuance of business service only, the Company may discontinue service because of:
 - 1. Failure of the customer to make suitable deposit as required by this Tariff, or
 - 2. Non-payment of any sum due for exchange, long distance, or other services.
- B. However, no basic business service shall be discontinued for local service charges until at least 30 days from the date of the bill.
- C. If contact with the customer was not previously made and notice of the discontinuance was by mail or by leaving it at the premises, the Company must make a good faith effort to contact the customer at least five(5) days before the proposed discontinuance.
- D. No customer's service may be discontinued for unpaid business local service if the customer notifies the Company between the date of receiving a notification of the proposed discontinuance of service and the date set for discontinuance and agrees to pay the unpaid balance for service previously provided in equal installments over the three consecutive billing months immediately following said notice. Further, the customer agrees to pay future bills and the installments by the date due. However, if a customer has received a notice of intent to discontinue at any time prior to the time when the customer is once again current in his billings for service previously provided, the Company shall have the right to immediately and without further notice, discontinue telephone service to that customer. Similarly, if the customer fails to make any agreed upon payment as set forth immediately preceding, the Company may discontinue service without further notice.

2.2.6 Recording of Conversations

Recording of telephone conversations of service provided by the Company under this Tariff is prohibited except as authorized by applicable federal, state, and local laws.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.7 Suspension of Business Service

A. General

1. Upon request, a customer to business service may arrange for the temporary suspension of such service unless otherwise specified in other sections of this Tariff. Suspension of service is available on a customer's complete service or on such portion thereof as can be suspended.
2. A suspension period shall not be less than one month in duration. Only one suspension, not exceeding six months in duration, shall be granted in any calendar year, except authorized emergency-oriented organizations as specified following.
3. When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
4. In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the customer, inward calls to a service which is suspended may be referred to the call number of another service in the same or a distant exchange.
5. The charge for the total suspension period may be collected in advance.
6. There is no reduction in the charge for foreign central office line channels; foreign exchange channels, or tie line services during the period of suspension.
7. There is no reduction in the recurring charge for Back-Up Line during the period of suspension.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.8 Termination of Service

A. Termination of Service by the Company

1. Violation of any of the regulations contained in this Tariff on the part of the customer may be regarded as sufficient cause for termination of the customer's service.
2. When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated below for termination of service at the customer's request apply.
3. The company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

B. Termination of Service At The Customers Request

1. Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination the customer shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.8 Termination of Service (continued)

C. Termination Charge

1. A termination charge is determined by applying to the Basic Termination Charge the percentage which the unexpired portion of the Initial Service Period bears to the full Initial Service Period.

- (a) The Basic Termination Charge and the Initial Service Period are indicated in the section of this tariff covering the service items to which they apply. The Initial service period is shown in brackets following the amount of the Basic Termination Charge.
- (b) When a customer discontinues one or more units of a group of the same item, the service latest installed shall be considered as the service first discontinued.
- (c) When a customer cancels an order for service carrying a Basic Termination Charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering, and providing the service; the termination charge in this event will not exceed the Basic Termination Charge.
- (d) When an order is cancelled after the installation of the required equipment and facilities but before service is established, termination charges shall be applied as if the service had actually been established.
- (e) When a service is moved to different premises, all remaining termination charges shall be applied on the service at the old location and the new location shall be treated as a new installation. If the service is relocated on the same premises, the move shall be handled on the preceding basis or, at the subscriber's option, he may pay actual cost of making the move.
- (f) The Basic Termination Charge in effect at the time the customer's service is established will be used to determine the termination charge.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.9 Suspension of Business Service

A. Application of Charges

1. Access Line

- (a) The charge for basic exchange line service and associated optional services and features during the period of suspension is 50 percent of the rate regularly charged, except as specified in service – specific tariffs. Where specified in other sections of this Tariff, optional services associated with the basic exchange line can be suspended at not recurring charge during the period of suspension. Other restrictions in service – specific tariffs shall still apply. Service charges will continue to apply as specified in Section 4.

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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.9 Suspension of Business Service (continued)

2. Emergency Organizations

- (a) In order to reasonably insure prompt service in emergency situations, qualifying emergency organizations may have up to thirty (30) access lines at an individual site suspended without regard to any time limit, and at no recurring charge.
- (b) The emergency organization must meet the following criteria to qualify for the special suspension treatment.
 - I. The primary mission of the organization is to aid the preservation of life or property;
 - II. The use of the service is limited to emergency situations and kept on a standby basis during non-emergency times, except during maintenance testing by the customer.
- (c) In those instances where the service is restored for emergency situations, the applicable full tariff rate will apply for the period of time that the service is restored. There will be no minimum time requirement for the service to be in operation.
- (d) There will be no charge for restoring service strictly for testing purposes.
- (e) The usual suspension and restoral charges will apply when service is restored for emergency situations.

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Pursuant to our order 0011,
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BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

SECTION 2 - RULES AND REGULATIONS

2.2 Limitations on Service (continued)

2.2.10 Failure to Provide Notice or Insist Upon Compliance

The Company's failure to give notice of default, to enforce or insist upon compliance with any of the terms or conditions herein, to grant a waiver of any term or conditions herein, or to grant the Customer an extension of time for performance, will not constitute the permanent waiver of any such term or condition herein. Each of the provisions will remain, at all times, in full force and in effect until modified in writing, signed by the Company and Customer.

2.3 Limitation of Liability

The Company's liability will be limited to that expressly assumed in this section of the Tariff and that arises in connection with the provision of service to Customer.

2.3.1 Fit for Purpose

With respect to service provided hereunder, the Company hereby expressly disclaims, without limitation, all warranties not stated in this Tariff, whether expressed, implied or statutory, and in particular disclaims all implied warranties of merchantability and of fitness for a particular purpose.

2.3.2 Contractors and Agents

No contractors, agents or employees of connecting, concurring or other participating carriers or companies will be deemed to be contractors, agents or employees of the Company without the Company's written authorization.

2.3.3 Company's Officers

Under no circumstances whatsoever will the Company's officers, agents, or employees be liable for any damages, including but not limited to direct, indirect, actual, consequential, special or punitive damages or lost profits.

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SECTION 2 - RULES AND REGULATIONS

2.3 Limitation of Liability (continued)

2.3.4 Limitations

The Company will not be liable for, and shall be fully indemnified and held harmless by the Customer for:

- A. Any claim, loss, expense or damage for any interruption, delay, error, omission or defect in service, facility or transmission provided under this Tariff, if caused by the CLEC(s), LEC or DUC(s) or any other third party providing a portion of the service, or by an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control, and no event absent a determination of willful misconduct through a judicial or administrative proceeding.
- B. Any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- C. Any damages caused by the fault or negligence or willful misconduct of the Customer.
- D. Any failure to provide or maintain service under this Tariff due to circumstances beyond the Company's reasonable control.
- E. The use or abuse of any service described herein by any party including, but not limited to, the Customer's employees or members of the public. Use or abuse includes, but is not limited to, any calls placed by means of PBX-reorigination or any other legal or illegal equipment, service, or device. In the case of inbound service, this also applies to third parties who dial the Customer's 800/888 number by mistake.
- F. Any action, such as Blocking or refusal to accept certain calls, that Company deems necessary in order to prevent unauthorized, fraudulent, or unlawful use of its service. Compensation for any injury the Customer may suffer due to the fault of parties other than the Company must be sought from such other parties.
- G. Any claim where the Customer indemnifies the Company pursuant to this Tariff.

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SECTION 2 - RULES AND REGULATIONS

2.3 Limitation of Liability (continued)

2.3.5 Liability for Damages

The Company will use its best efforts to provide competent services consistent with industry standards. The Company will have no liability to the Customer for any loss of revenue or any other direct, special, incidental, consequential, or other damages the Customer may sustain resulting from the failure or inability of the Company to provide service to its Customers; negligent or defective services to Customers; equipment, computer, network, or electrical malfunctions of any kind, breakdowns, or outages; or any other cause, whether or not within the control of the Company.

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects occurring in the course of providing Service hereunder, where such damages were not caused by the Company's willful misconduct, will in no event exceed an amount equivalent to the initial period charge to the Customer according to this Tariff for the call during which such mistake, omission, interruption, delay, error or defect occurred.

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SECTION 9 (1)
BY: Stephan Bue
SECRETARY OF THE COMMISSION

SECTION 2 - RULES AND REGULATIONS

2.3 Limitation of Liability (continued)

2.3.6 Customer Premises Inside Wire

- A. Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, on the customer's side of the demarcation point, that runs between the termination of the Exchange Access Line or Private Line and those standard jack locations on the customer's side of the demarcation point to which terminal equipment can be connected for access to the Exchange Access Line.
- B. Customer premises inside wire provided by the customer must be installed in accordance with the technical standards and installation guidelines furnished to the Commission by the Company.
- C. Customer premises inside wire provided by the customer may be connected to business individual basic exchange service or private line service furnished by the Company according to Part 68 of the Federal Communications Commissions Rules and Regulations.
- D. The Network Interface for the connection of customer premises inside wire consists of a standard miniature modular jack and is provided as part of the Exchange Access Line. The normal location of the Network Interface would be in close proximity to the protector or equivalent if located outside or where the Company's facilities enter the customer's premises when located inside. When the Company is notified prior to the installation of the Network Interface, the customer shall have the option, at no charge to the customer, of an indoor or outdoor Network Interface. When at the instance of the customer, an existing Network Interface is moved from the outside to the inside, or vice versa, the applicable nonrecurring Service Charges specified in Section 4 of this Tariff apply. There will be no charge to the customer when the Company retrofits existing Access Line terminations in connection with other maintenance or installation work at the customer's premises.
- E. The rates and charges for the Exchange Access Line do not include Company maintenance of customer premises inside wire associated with business individual line and party line basic exchange service.

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SECTION 2 - RULES AND REGULATIONS

2.3 Limitation of Liability (continued)

2.3.7 Responsibility of the Customer

- A. The customer is responsible for the installation and maintenance of any customer-provided inside wire and standard jacks in accordance with the technical standards furnished to the Commission by the Company. Customers electing to maintain telephone company provided inside wire and standard jacks must do so in accordance with those same technical standards.
- B. In the event that the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to, or injury of, the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire maintenance activity.
- C. Where customer premises inside wire is maintained by the customer, the customer is responsible for correcting any service difficulty that is causing harm to the telecommunications network upon notice from the Company that such wire is causing the difficulty.
- D. The Company will make the technical standards and installation guidelines for customer provision of inside wire available to customers upon request.

2.3.8 Violation of Regulations

- A. Where customer-provided inside wire is installed or maintained by the customer or where Company-provided inside wire is maintained by the customer in violation of this Tariff, the Company will promptly notify the customer of the violation and will take such immediate action as necessary for the protection of the telecommunications network and Company employees.
- B. The customer shall discontinue use of the customer-provided inside wire which is in violation of this Tariff or correct the violation and notify the Company in writing within 10 days after receipt of such notice that the violation has been corrected.
- C. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this Tariff.

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SECTION 2 - RULES AND REGULATIONS

2.3 Limitation of Liability (continued)

2.3.9 Liability for Message Content

The Company does not undertake to transmit messages but furnishes the use of its services to its Customers for telecommunications. The Company is not liable for the content of Customer messages.

2.3.10 Directory Errors and Omissions

In the event of an error in the number published in the directory, the extent of the Company's liability will be to cover the expense of an intercept for all calls placed to the published number if it is not in service. If the published number is in service, the Company will also be liable for appropriate transfer of service and provision of a new telephone number to the party served by the published number, if so requested, and for intercepting all calls to the published number for the shorter of the life of the directory or one year.

The Company's liability arising from other errors or omissions in Directory Listings, in no event shall exceed one-half the amount of the fixed monthly charges applicable to the exchange service affected during the period covered by the directory in which the error or omission occurs.

2.3.11 With Respect to Emergency Number 911 Service

The Company will take appropriate measures at all times to provision Emergency Number 911 Service. The Company resells the services of the LEC and relies on the LEC and its interfaces with Emergency Organizations to provide Emergency 911 service. As such, the Company assumes no liability of any kind for any claims, damages or suits for any personal injury, death, loss, or damage caused by mistakes, omissions, interruptions, delays, errors or defects in the provision of service for portions of this service provided by the LEC, DUC, CLEC(s) or other third parties (including Emergency organizations) on behalf of the Company.

Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of enhanced 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing enhanced 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.

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SECTION 2 - RULES AND REGULATIONS

2.3 Limitation of Liability (continued)

2.3.12 With Respect to Non-Published and Non-Listed Telephone Numbers

In conjunction with a non-published and non-listed telephone number, as described in Section 13 the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged through other sources including Caller ID display units and the Return Call custom calling feature.

When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.

The acceptance by the Company of the customer's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the customer.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory, shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.

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SECTION 2 - RULES AND REGULATIONS

2.4 Use of Service

2.4.1 Service Availability

The Company's services are available for use twenty-four hours per day, seven days per week.

2.4.2 Allowable Uses

The service offered herein may not be used for any lawful purpose, including business, governmental, or other use. The use of service shall be restricted to the Customer, the Customer's employees and representatives in the case of business service, or the Customer, except as otherwise specified in this Tariff. The Company will have no liability to any person or entity other than the Customer and only as set forth herein. The Customer will not use nor permit others to use the service in a manner that could interfere with service provided to others or that could harm the facilities of the CLEC(s), DUC(s), LEC or others as given in this Tariff and will be liable for reimbursing the Company or LEC, CLEC or DUC for damages to any facilities or equipment caused by such negligence or willful acts.

Service furnished under this Tariff is intended only for communications in which the Customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by the Customer for such use or in the collection, transmission or delivery of any communication for others, except as otherwise stated in this Tariff.

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SECTION 2 - RULES AND REGULATIONS

2.5 Obligations of the Customer

2.5.1 Indemnification of Company by Customer

The Customer will indemnify, defend, and hold the Company harmless from and against all claims and liabilities against the Company:

- A. where the Company has stated a limitation of liability in this Tariff.
- B. resulting from Customer (or its employee's agents or independent contractors) actions hereunder, including, but not limited to breach of any provision in this Tariff, misrepresentation of Company services or rates, unauthorized or illegal acts, or violations of right to privacy by the Customer, its employees, agents, or independent contractor.
- C. for any personal injury to, or death of, any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the provision of service, whatever shall be the cause and whether negligent or otherwise.
- D. for any and all liability not expressly assumed by the Company in this Tariff and arising in connection with the provision of service to the Customer, and will protect and defend the Company from any suits or claims alleging such liability, and will pay all expenses and satisfy all judgments which may be incurred by or rendered against the Company in connection therewith.
- E. for any and all claims, demands, suits, actions, losses, damages, assessments or payments which may be asserted or demanded by third parties directly or indirectly authorized by Customer to use the service.
- F. violation by Customer of any other literary, intellectual, artistic, dramatic, or musical right.
- G. violations by Customer of the right to privacy.

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2.5 Obligations of the Customer (continued)

2.5.2 Payment Obligations

The Customer is responsible for payment for all applicable charges pursuant to this Tariff originated at the Customer's number(s), accepted at the Customer's number, or incurred at the specific request of the Customer. The Customer is responsible for paying for all services the Company provides to or from the Customer's number(s), regardless of whether the Customer's facilities were used fraudulently.

The Customer is responsible for payment for all long distance calls originated at the Customer's number(s), terminated on the Customer's 800/888 number, billed to the Customer's Account code, accepted at the Customer's number, or incurred at the specific request of the Customer. The Customer is responsible for paying for all services the Company provides to or from the Customer's number(s), regardless of whether the Customer's facilities were used fraudulently or used without the Customer's knowledge in full or in part.

The termination or disconnection of service(s) by the Company does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of termination or disconnection. The remedies set forth herein will not be exclusive and the Company will at all times be entitled to all rights available to it under either law or equity.

The Customer will be responsible for the payment of all charges for services provided under this Tariff and for the payment of all excise, sales, use, gross receipts or other taxes that may be levied by a federal, state, or local governing body or bodies applicable to the service(s) furnished under this Tariff unless specified otherwise herein.

Customers subscribing to local exchange services pursuant to the Rules and Regulations of this Tariff are responsible for payment for the F.C.C. authorized interstate Customer Line Charge (also called End User Common Line Charge).

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MAY 01 2002

PURSUANT TO 807 KAR 0011,
SECTION 9 (1)

BY Stephan O. Bell
SECRETARY OF THE COMMISSION

SECTION 2 - RULES AND REGULATIONS

2.6 Obtaining Service

2.6.1 Application for Service

To obtain service, the Company may require the Customer to provide the Company with a signed letter of agency or third party verified verbal authorization of agency. Upon the Company's acceptance of this proof, all applicable provisions in the Company's Tariff, as amended from time-to-time which are lawfully on file, become the agreement for service between the Company and the Customer. Acceptance or use of service offered by the Company shall be deemed an application for such service and an agreement by the Customer to subscribe to, use, and pay for such service in accordance with the applicable Tariffs of the Company.

Company reserves the right to refuse service to applicants per this Tariff including those who are known to have been previously terminated by Company or by LEC or other CLECs within the last twelve (12) months and when the applicant cannot establish credit satisfactory to the Company as given in this tariff.

2.6.2 Establishment of Credit

A. Applicant

The Company reserves the right to require all Applicants to establish credit worthiness to the reasonable satisfaction of the Company. Upon receipt of the signed letter of agency or verbal third party verified authorization by the Company, the Applicant will be deemed to have authorized the Company to obtain such routine credit information and verification as the Company requires.

B. Customer

Under certain conditions an existing Customer may be required to establish additional credit. The Company reserves the right to examine the credit record and check the references of any Customer under these circumstances.

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FOR THE PUBLIC SERVICE COMMISSION
SECTION 9 (1)
BY Stephan O. Bell
SECRETARY OF THE COMMISSION

SECTION 2 - RULES AND REGULATIONS

2.6 Obtaining Service (continued)

2.6.3 Customer Deposits

Any Applicant whose credit is not acceptable to the Company as provided in this Tariff may be required to make a deposit to be held by Company as a guarantee of payment for service provided under this Tariff. In addition, an existing Customer may be required to make a deposit or to increase a deposit presently held by the Company if re-establishment of credit is not satisfactory subject to this tariff. The deposit required shall not exceed two (2) times the estimated monthly usage charge (in case of a new applicant) or two (2) times the actual average monthly usage charge (in case of an existing customer).

Interest at the rate of 7 percent per annum is allowed to the customer during the continuance of the deposit. Interest on a deposit shall accrue annually and, if requested, shall be annually credited to the customer by the accrual date. Interest shall not be paid on a deposit for the period following ninety days after discontinuance of service, if during such period the Company has made a reasonable effort to refund the deposit.

The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

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SECTION 2 - RULES AND REGULATIONS

2.6 Obtaining Service (continued)

2.6.4 Initial Contract Periods and Termination of Service

A. Initial Contract Periods

Except as provided herein, the Initial Contract period is one month. Service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until cancelled by the Customer, with written notification to the Company within a reasonable period in advance of the date of cancellation. Unless otherwise specified herein, for purposes of computing this tariff, every month is considered to have thirty (30) days. Initial Contract Periods begin on and include the day following the establishment of service.

B. Cancellation of Service

When an application or request for service, including additions and changes is cancelled or changed in whole or in part before service is established, the customer may be required to reimburse the Company for all costs incurred in connection with that part of the application or request which is cancelled or changed, except as otherwise stated in this Tariff. The charge to the Customer shall not exceed the charges which would have applied to normal establishment of the original order and subsequent cancellation thereof.

C. Service may be cancelled prior to expiration of the Initial Contract Period with written notification from the Customer to the Company within a reasonable period in advance of the date of cancellation. Upon such cancellation, the Customer will be responsible for the payment of all charges due for the service period.

D. Service may be cancelled subsequent to the expiration of the Initial Contract Period with written notification from the Customer to the Company within a reasonable period in advance of the date of cancellation. Upon such cancellation, the Customer will be responsible for the payment of all charges up to and including the date of cancellation.

2.6.5 Provision and Ownership of Equipment and Facilities

Company may use equipment and facilities for provision of services that are furnished in whole or in part by the LEC. Such equipment and facilities located on the premises of a Customer remain the property of the LEC, whose employees or agents acting on behalf of the Company may enter said premises at any reasonable hour to install, repair and inspect equipment and facilities up to and including the Network Interface. In cases where the equipment and facilities beyond the Network Interface remain the property of the Building Owner or other entity, Agents and employees of the Company may enter the premises at any reasonable hour to install, repair and inspect facilities and equipment beyond the Network Interface up to and including the inside wiring and the jack(s).

Equipment and facilities utilized by the Company for the provision of services, termination of service shall be returned to their owner in good condition, reasonable wear and tear thereof expected. In the case of damage, loss or destruction of any aforementioned equipment and facilities, ~~due to the negligence or willful act of the Customer or other Authorized Users, the Customer shall be required to pay the expense incurred by the Company in connection with replacement of the property damaged, lost, stolen or destroyed, or the expense incurred in restoring it to its original condition.~~ ~~due to the negligence or willful act of the Customer or other Authorized Users, the Customer shall be required to pay the expense incurred by the Company in connection with replacement of the property damaged, lost, stolen or destroyed, or the expense incurred in restoring it to its original condition.~~

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SECTION 2 - RULES AND REGULATIONS

2.6 Obtaining Service (continued)

2.6.6 Installation, Maintenance and Repair

All installation, service and repair expense is borne by the Company except as otherwise specified in this Tariff. The Customer shall not install, disconnect, rearrange, remove or attempt to repair any equipment or facilities furnished by the Company or permit others to do so, except upon the written consent of the Company or as specified in this Tariff.

2.6.7 Non-Routine Establishment of Services

At the Customer's request, establishment of services may be performed outside the Company's normal business hours and normal work intervals. In such cases, costs may be incurred that would not otherwise have been incurred. The Customer may be required to pay, in addition to the other rates and charges specified in this Tariff, the amount of additional costs incurred by the Company as a result of the Customer's special requests.

2.6.8 Provision and Ownership of Directories

Directories are furnished by or on behalf of the Company to Customers as an aid to the use of services. Company may request that directories be returned to the Company or other specified entity or location when new directories are issued. The Company will furnish to its Customers without charge such directories as it deems necessary for efficient use of the services. Other directories may be purchased at the Customer's expense by dialing (800) 432-6657.

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SECTION 2 - RULES AND REGULATIONS

2.7 Advance and Assurance of Payments

Customers and applicants may be required to pay for service charges, installation and non-recurring charges or one month's fixed charge in advance of installation of their service. The amount of any advance payment is credited to the Customer's account and applied to indebtedness for the services ordered once provisioned. Customers may also be required to provide a guarantee of payment in the form of credit card imprint or other such guarantee of payment for future services. The required advance payments or other security may be increased or decreased by the Company as it deems appropriate in light of changing conditions.

2.7.1 Bill Format

A. Following is a description of the Company's bill format:

The bill is formatted on 8½ inch by 11 inch paper with margins of .5 inch. The Company logo is imprinted in the upper left-hand corner. The footer of the bill contains the page number, the Company's principal address in Atlanta, Georgia, and the direct number for billing questions and service orders. A facsimile number, as well as an electronic mail (E-mail) are included in the footer. The Web site address is also included.

1. The first page of the bill shows the following when applicable:

- Account Number
- Bill Date
- Billing Name
- Billing Address
- Any past due balance
- Total Current Charges

2. Subsequent pages include the following, when applicable:

- Monthly Service Charges
- Other Charges and Credits
- Monthly Relay Service Charge
- Local and Extended Usage Charges
- Local Directory Assistance Charges
- Local Operator Charges
- Local Message Toll Service (MTS)
- End User Line Charges
- Taxes

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2.7.2 Rendering and Payment of Bills

- A. Customer bills are issued monthly. The customer will receive his bill on or about the same day of every month, approximately eight (8) days after the bill date. The bill is due upon receipt, with a past due date of twenty (20) days beyond the bill date. The billing cycle is based on a 30-day month. Each bill contains monthly recurring charges billed in advance, and usage charges and local MTS calls in arrears.
- B. Bills may be paid by mail or in person at the principal office of the Company, as stated herein. All charges for service are payable in United States currency. Payment may be made by cash, check, money order, or cashier's check.
- C. Customer payments are considered prompt when received by the Company by the past due date on the bill. The Company will credit payment within 48 hours of receipt.

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2.8 Dispute Procedures

2.8.1 Inquiries and disputes, including billing disputes, will be handled as follows:

- A. The Customer shall pose the inquiry or dispute directly to the Company in person, by phone, or in writing for resolution. Written communications should be directed to the Company's Customer Service department as per this Tariff. All undisputed portions of any outstanding balance due are to be paid while resolution of the inquiry or dispute is pending
- B. The Company will investigate a Customer inquiry or dispute and report the findings to the Customer.
- C. If the Company finds its actions to be consistent with this Tariff, the Company will inform the Customer of its no fault finding and require full payment of any outstanding balance due.
- D. If the Customer is not satisfied with the Company's resolution of an inquiry or dispute, the Customer may refer the matter to the Kentucky Public Service Commission at P.O. Box 615, 211 Sower Boulevard, Frankfort, Kentucky 40602-0615 for final determination. The toll free number is 1-800-772-4636.

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SECTION 2 - RULES AND REGULATIONS

2.9 Customer Service

The Company maintains a Customer Service Department in Georgia exclusively for Customers' questions, requests for service, compliments, complaints and trouble handling. The Company's Customer Service address and toll free number(s) are printed on the Customer's bill. For Customers using Credit Card billing or automatic withdrawal from the checking or savings account the Company's Customer Service address and toll free numbers are provided with the Customer's call detail. Customers may contact the Company's Customer Service Department in writing or by calling a toll free number.

The Customer Service Department is located at 200 Galleria Parkway Place; Suite 1200, Atlanta, Georgia 30339. The toll free number is (888) 657-FAST. Excluding holidays, Customer Service Representatives are available 8:00 AM to 6:00 PM standard time Monday through Friday. After hours, Sundays and on holidays, Customers are automatically forwarded to an answering service for messaging. (T)

Customer Service support for repair services is available twenty four (24) hours per day, 365 days per year at (888) 657-FAST. After hours, trouble management teams will be paged by the answering service for immediate response to reports of trouble and repair needed.

2.10 Credits

2.10.1 Allowances for Interruptions

The Company will take appropriate measures to assure minimal service interruptions. If service is interrupted, appropriate action will be taken to the extent possible to restore service within twenty four (24) hours following notification by the Customer.

Interruptions of more than twenty four (24) consecutive hours, which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer will be credited to the Customer's account upon the Customer's request at the proportionate monthly charge involved for each twenty four hours or fraction thereof of interruption.

2.10.2 Credit for an Incomplete Call

An incomplete call is a call where two-way communication was not possible between the called station and the calling station. When a Customer notifies the Company that the Customer has been inadvertently billed for an incomplete call, the Company will issue credit for the amount of the charge for that call.

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SECTION 9 (1)
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SECTION 2 - RULES AND REGULATIONS

2.11 Rates Periods, Timing of Calls and Charge Computation

Usage charges are based on usage used or billed as timed and recorded by the DUC. Chargeable time for the Customer begins when the called party answers and ends when the calling station hangs up thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by the automatic timing equipment in the telecommunications network or by the operator. For all services, fractions of a billing increment are rounded up to the next higher increment. Calls are measured in sixty (60) second increments. The usage charges for each completed call during a billing month will be computed. If the charge includes a fraction of a cent of \$.005 or more, the fraction is rounded up to the next higher whole cent. Otherwise, the charge is rounded down to the next lower whole cent.

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SECTION 2 - RULES AND REGULATIONS

2.12 Taxes and Surcharges

2.12.1 Federal, State and Local Taxes and Surcharges

In addition to the charges specifically pertaining to services, certain federal, state, and local surcharges, taxes, and fees apply to services. These taxes, surcharges, and fees are calculated based upon the point of origination of the call, the point of termination of the call, the length of each call, and the taxing jurisdictions rules and regulations.

Applicable interstate Customer Line Charges or End User Common Line Charges, authorized by the F.C.C., will apply in addition to the rates and charges specified for local exchange service in this and/or other Tariffs of the Company.

All federal, state, and local taxes, surcharges, and fees (i.e., sales tax, gross receipts tax, municipal utilities tax, etc.) are listed on the Customer's invoices, and unless otherwise specified herein, are not included in the rates listed in this Tariff.

2.12.2 Tax Exemption Status

In order to be granted tax exempt status, a Customer claiming tax exempt status must provide the Company with copies of all tax exemption certificates and documents required by the Company at the time service is ordered. Failure to provide the required documentation at the time service is ordered will result in all taxes as noted herein being levied by the Company on the Customer's service, and the Customer will be responsible for the payment of all such charges. At the Company's option, the Company may record the Customer tax exempt status upon receipt of the required documentation after service is ordered. However, the Customer will be billed for all applicable taxes and responsible for the payment of same until such time as the Company has ceased billing the applicable taxes. The Company is not liable for refunding the amount of the taxes paid the Customer. The Customer is responsible for seeking refunds for such taxes from the appropriate taxing authority. Failure to pay the appropriate taxes prior to tax exempt status being accorded by the Company will result in termination of service.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations

3.1.1 General

Telecommunications service is provided to customers within a specified geographical area for local calling and access to toll services. Exchange service is provided on either a flat, measured, or message rate basis, for individual line service, PBX trunks, Centrex type services access facilities, or other exchange access facilities.

- A. Flat Rate Service – An exchange services for which a stipulated charge is made, regardless of the amount of use.
- B. Measured Rate Service – An exchange service on which usage charges apply for outward completed local calls in addition to a stipulated monthly charge. Some measured services include a monthly allowance for dialed sent paid local calls. Usage charges are based on two or more of the following elements; number of calls, duration, time of day, day of week and distance between originating and terminating central offices.
- C. Message Rate Service – An exchange service which includes an individual line with an allowance for a certain number of completed outward local calls for a stipulated monthly charge. A charge per message applies for all outward completed local calls in excess of the allowance.
- D. Area Calling Service – An optional offering that provides local calling from the customer's home wire center to all exchanges within the Full Local Calling Area.
- E. Premium Calling is available for business customers and provides unlimited local calling within the Full Local Calling Area. Subscribers to this calling arrangement will not be billed local usage charges described in 3.2.1.3. preceding for calls completed within the Full Local Calling Area. The Premium Calling Usage Package rate is in addition to the access line rate. Premium Calling customers may not subscribe to Local Usage Detail.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.2 Reserved for Future Use

3.1.3 Reserved for Future Use

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.4 Grouping Service

A. Grouping Service is a combination of two or more business lines or trunks connected to the central office so that incoming calls overflow to the next available line or trunk if that line is busy.

B. Break in Rotary Group

Break in rotary number group is an arrangement whereby certain central office lines or PBX trunks may be temporarily removed from the rotary number group by means of customer-provided equipment at the customer's premises which, through the use of a signaling channel, operates control equipment in the central office.

3.1.5 PBX Service

A. Private Branch Exchange service, commonly known as PBX service, provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance telephone network to other customers.

1. Except as provided hereinafter, flat rate basis and Area Calling Service basis rate PBX trunks are offered to business customers. Measured Rate Trunk Service is offered to business customers in those central offices offering Individual Line Measured Rate Service.
2. Trunk line rates apply to all central office lines terminated in Private Branch Exchange (PBX) switching equipment, a common group of pooled lines connected to customers' equipment and to other such services as specifically covered in this Tariff.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.6 Direct-Inward-Dialing (DID) Service

A. General

1. DID service permits calls incoming to a PBX system, or other Customer Premises Equipment from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in Section 2 of this Tariff.
2. The rates specified herein are in addition to the rates shown elsewhere in the Tariff for the services with which this offering is associated (e.g. central office PBX trunks, access lines).
3. DID service includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment.
4. The service must be provided on all lines in a trunk group arranged. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service. Grouping Service will not be provided between separate trunk groups.
5. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in 3.2.6 are applicable for each unused block of telephone numbers. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.
6. Operational characteristics of interface signals between the Company-provided facilities and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
7. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 13 of the Tariff.
8. Automatic Intercept Service (AIS) for a non-listed disconnected DID telephone number will be provided at the rate shown in 3.2.6.G. where facilities permit. AIS will provide a referral from the non-listed disconnected DID telephone number to the corresponding new telephone number for a maximum period of twelve months or until the delivery of the BellSouth's Real White/Yellow Pages directory, whichever comes first.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.7 Local Usage Detail (LUD)

- A. Local Usage Detail – (LUD) is an option for Measured Rate and Area Calling Service customers who desire a printed listing of call details for local calls. For Measured Rate customers this will include all calls terminating within the Limited Local Calling Area. This printed listing is in lieu of the usual summary billing of all dialed sent paid usage. LUD is furnished on a billing date basis only, i.e., the service must be initiated and terminated on billing dates and must remain in effect for all intervening complete billing periods, except when associated with Area Calling Service which is either established or terminated between billing dates. Requests for LUD must be received at least five days prior to the billing date on which it is initiated.
- B. For Area Calling Service customers, the rate for LUD is included in the access line rate. Additional charges per message listed do not apply. Area Calling Service customers do not wish a printed listing of calls within the Full Local Calling Area will receive a discount on their access line rate.
- C. For Area Calling Service customers, and Measured Rate Service customers who order LUD more than ninety days after Area Calling Service availability, a charge equivalent in amount to a Secondary Service Charge (as listed in Section 4 of this Tariff) applies. If LUD is initiated at the same time an order is being issued for any other purpose, no charge for establishing LUD applies. Service charges for other work, if any, do apply as usual.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.8 Business Line Features

These auxiliary features are provided in addition to basic telephone service.

- A. Call Waiting – By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. Permits putting first call on hold so that second call can be answered.

In Central Offices where the capability exists and has been implemented, a customer to Call Waiting may dial activate a Control Call Waiting feature. Before a call is initiated, the customer may activate the Control Call Waiting feature and Call Waiting is then made inoperative on the first call initiated by the customer immediately following activation of the cancel feature. The feature may also be activated after a call is established, if the customer subscribes to a service that allows flash-hook privileges such as Three-Way Calling. Call Waiting is restored automatically on termination of such a call. During the time the Control Call Waiting feature is activated, incoming callers receive a busy tone.

B. Three-Way Calling

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Two toll points may be connected on a Three-Way calling. Normal transmission performance cannot be assured on all calls.

- C. Call Forwarding Busy Line – This feature provides for calls terminating to a customer's busy directory number to be forwarded to another telephone number on a premises other than the provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order.

- D. Call Forwarding Don't Answer – This feature provides for calls terminating to a customer's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within 30 days from the establishment of this feature on the customer's line.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.8 Business Line Features (continued)

- E. Caller ID – Basic (Number Delivery) – This feature enables the customer to view on a display unit the Directory Number (DN) of incoming telephone calls.

When Caller ID – Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called customer premises equipment during the first long silent interval of the ringing cycle. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted will always be the main number of the hunt group unless, facilities permitting, the lines are TN (Telephone Number) identified within the group.

Calling party number information via Caller ID – Basic is not available on operator handled calls.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.8 Business Line Features (continued)

- F. Call Return – This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

Where facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call. In some locations, the date and time of receipt of the call will also be provided. The Call Return user will then be prompted to enter an additional digit to continue with the feature activation, or to abort the activation.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. Or the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations, Call Return must be purchased with Repeat Dialing.

This feature is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service.

If the last incoming call originated from a telephone where delivery of the number was suppressed, via per line blocking, that number will not be available for voicing-back to the Call Return customer.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for voice-back.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted and voiced-back will always be the main number of the hunt group, unless the telephone numbers are TN identified within the group.

This feature is available, facilities permitting, to business customer as follows:
(a) monthly subscription, or (b) per activation/occasion.

If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each activation. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each activation. Access to the usage option can be restricted at the customer's request at no charge.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.9 Feature Packages

A. General

1. Feature Packages are offered when facilities and equipment are available.
2. Feature Packages are offered to business customers and consists of touch-tone service and a choice of up to five selected calling features per line. The calling feature choices are listed in B. following.
3. The Calling Plan option chosen by the customer will apply to each line on the same account. Plus options may not be mixed on the same account.
4. For each line, the Feature Package also provides the customer with up to five compatible services and features from the following list. All of the rules, regulations and limitations specified in this Tariff apply to the respective services and features requested as part of this service. The calling features chosen may vary from line to line in a Feature Package line grouping.

B. Calling Features

1. Call Forward Busy Line
2. Call Forward Don't Answer
3. Call Forward Don't Answer Ring Control
4. Call Forward Variable
5. Flexible Call Forwarding
6. Call Waiting
7. Speed Calling 8
8. Speed Calling 30
9. Three Way Calling
10. Message Waiting Indicator - Audible
11. Message Waiting Indicator - Visual
12. Call Return
13. Call Block
14. Call Tracing
15. Repeat Dialing
16. Call Selector
17. Preferred Call Forwarding
18. RingMasterI
19. RingMasterII
20. Remote Access Call Forwarding
21. Three Way Calling with Transfer

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.10 Network Interfaces

A. General

Services provided on complex wiring must be directly connected to the telecommunications network through Company installed network interfaces as specified in, or authorized by, the Part 68 of FCC Rules and Regulations.

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SECTION 3 – LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.11 F.C.C. Access Charge

A. General Description

1. End User Access provides for the use of an End User Common Line (EUCL) by an end user to make and receive intrastate calls.

B. Limitations

1. A telephone number is not provided with End User Access.
2. Detail billing is not provided with End User Access.
3. Directory Assistance Access service listing are not included with End User Access.
4. Intercept arrangements are not included with End User Access.

C. Undertaking of the Telephone Company

1. The Company will provide use of an EUCL at rates and charges as set forth in Section 3.2 following, as follows:
 - (a) Use of an EUCL by an end user for access to intrastate access services provided under this Tariff. Such use will be provided when an end user obtains local telephone exchange service and includes the use of the line between the end user premises and the central office which normally serves the end user premises.
 - (b) The Company will be responsible for contacts and arrangements with end user for EUCL charges.

D. Obligations of the End User and the IC

1. The end user, when it orders local telephone exchange service, authorizes the Company to provide End User Access except for local telephone exchange service where a waiver of the End User Access charges has granted by the appropriate state regulatory agency.
2. The end user shall be responsible for all contacts, arrangements and charges with the IC or other entity concerning the services or arrangements accessed or terminated by the EUCL.

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SECTION 3 – LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.12 Operator Assistance

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B. and C. following.
- B. Charges are not applicable to the following customers that request listing information within their local calling area:
 - 1. Customers who have been certified by a physician or appropriate agency as unable to use a telephone directory because of a visual or physical handicap (this provision is not intended to allow the exemption for large business customers who employ only a few handicapped employees), and
 - 2. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.
- C. Directory Assistance Service surcharge, as specified in 3.2.12 following, will be applicable to all calls to BellSouth's Directory Assistance service handled by the operator or operator system or dialed 0+ by the caller and then alternately billed, provided the "0" operator is not the only means of reaching directory assistance service.
- D. Local Operator and Calling Card Services
 - 1. Local Operator and Calling Card Services allow customers to dial the "O" operator for assistance in making a call or to dial direct and bill to a calling card.
 - 2. The appropriate service charge, as specified in A3.14.3. following, will be applicable only if the call is completed within the local service area.

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SECTION 3 – LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.12 Operator Assistance (continued)

E. Local Operator Verification/Interruption Service

1. General

Verification Service provides operator assistance in determining if a called line is in use. Interruption Service provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the operator.

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SECTION 3 – LOCAL EXCHANGE SERVICES

3.1 Explanation of Terms and Regulations (continued)

3.1.12 Operator Assistance (continued)

F. Local Directory Assistance Call Completion Service

1. Description of Service

- (a) Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. When dialing (411), Local DA customers may choose to have the telephone number they are requesting dialed by the DA Operator System.
- (b) The service is available to Business customers except as limited in 3. following.
- (c) Individual message detail is not included as a part of this service.
- (d) The service is available only where billing and network capacity exists.
- (e) Customers may request blocking of DACC calls originating from their lines by contacting the local Company business office.

2. Use of Service

The service is furnished subject to all applicable regulations in Section 2 of this Tariff.

3. Limitations of Service

The service is not available for the following classes of service call categories:

- (a) 976 DA number requests
- (b) Alternately Billed Calls; e.g., Collect, Called Card, or Billed to Third Number

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates

3.2.1 Statewide Rate Schedules

A. Flat Rate Schedule

1. The following schedule of monthly rates is applicable to Flat Rate Main Station Line.

	Monthly Rate	
(a) Group 1	\$35.90	(I)
(b) Group 2	\$35.90	(I)
(c) Group 3	\$35.90	(I)
(d) Group 4	\$33.75	(I)
(e) Group 5	\$33.75	(I)

General Note: DELETED

(D)

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

B. Measured Rate Schedule

1. The following schedule of monthly rates is applicable to Station Line.

Monthly
Rate

- (a) Rate groups include Main Station Lines, PBX trunks, and Centrex Main

(i) Group 1	\$26.17	(I)
(ii) Group 2	\$28.52	(I)
(iii) Group 3	\$30.52	(I)
(iv) Group 4	\$32.46	(I)
(v) Group 5	\$3817	(I)

2. In addition to the rates preceding, usage charges following apply for all dialed sent paid local calls.

- (a) Usage Allowance

Usage
Allowance
\$7.50

Business Measured Service

3 Usage Rates

The following rates apply for all usage within the Limited Local Calling Area. This schedule is not applicable for any service established after Area Calling Service is offered in an exchange. Usage charges will be billed in arrears. Partial minutes count as full minutes for each individual call completed.

CLIN	MILEAGE BANDS	INITIAL MINUTE	ADD'L MINUTE
010-0031-KY000	A (0 miles)	\$.04	\$.02
010-0032-KY000	B (1-10 miles)	\$.04	\$.02
010-0033-KY000	C (Greater than 10 miles)	\$.06	\$.04

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

B. Measured Rate Schedule (continued)

4. Lower rates for the Evening and Night and Weekend rate periods are expressed as a percent reduction of the usage rates stated in the preceding. The rate is applied to the total summarized usage charge for those portions of all messages occurring within the reduced rate period. When application of the reduced rate results in a fractional charge, the amount will be rounded to the nearer whole cent. No reduced rate applies for that portion of messages in the Day rate period. When messages span more than one rate period, total charges for the minutes in each rate period are summarized, any reduced rate applied and the results for each rate period are totaled to obtain the total message charge.

- (a) Rate periods and rate discounts are described in the table following.

Rates and Applicable Periods							
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00 AM to 5:00 PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	60% Disc.	60% Disc.
5:00 PM to 11:00 PM ¹	35% Disc.	35% Disc.	35% Disc.	35% Disc.	35% Disc.	60% Disc.	35% Disc.
11:00 PM to 8:00 AM ¹	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.

Day Rate Period = Full Rate

Evening Rate Period = 35% Discount

Night and Weekend Rate Period = 60% Discount

- (b) On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the holiday rate applicable is the Evening rate, unless a lower rate would normally apply.
- (c) Usage charges may be billed to other numbers or to approved Company calling cards.
- (d) Usage charges apply to local calls completed with mechanized calling cards or operator assistance in addition to Local Calling Card Service surcharges or Operator Assisted Local Call surcharges, when applicable. Such calls are itemized on the customer's billing statement and are billed outside any applicable usage allowances for dialed sent paid calls.

Note 1: To, but not including.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

C. Message Rate Schedule

1. Business Individual Line Message Rate Service is offered only in the exchanges shown herein. The rates specified, entitle subscribers to the number of messages specified to all stations in the Limited Local Calling Area, i.e., all stations bearing the designation of the serving exchange and Limited Local Calling Area exchanges as shown. Additional local calling area messages placed to the Limited Local Calling Area over the line during a month are charged for at the rates specified following based on mechanized records kept of all calls originated on the line. Time of day discounts do not apply to calls within the Limited Local Calling Area.

When a customer subscribes to more than one message rate line:

- (a) if the lines are nonconsecutive each line is considered separately in determining additional messages, or 2. if the lines are consecutive the messages on all lines and the combined message allowance is used in determining billable additional messages.

Louisville Exchange

	Monthly Rate	
I. Monthly Message Allowance, each line – 50		
(i) Business Individual Line, each line	\$31.04	(T)
(ii) Additional local message charge, each message	\$1.10	(T)
2. Business Individual Line Service (only where offered).		
(a) Rate groups include Main Station lines, PBX trunks, and Centrex Main		(T)

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

D. Area Calling Service

The access line for Business Area Calling Service is provided at the following rate. All other services offering Area Calling Service are provided for in the appropriate sections of this Tariff. Separate access line rates are provided for Local Usage Detail (LUD) subscribers. LUD is described in 3.1.7.

1. Access Line (with LUD)

	Monthly Rate Rate Group 1-4 \$29.70 (I)	Monthly Rate Rate Group 5 \$33.00	
(a) Business Inward			
(b) Business Both Way	\$35.70	\$38.35	(I)

2. Access Line (without LUD)

(a) Business Inward	\$29.70 (I)	\$33.00	
(b) Business Both Way	\$32.70	\$35.35	(I)

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

3. In addition to the access line, Area Calling Service customers are billed local usage charges for all calls completed within the Full Local Calling Area at the charges shown following.
4. The following usage rates are applicable for all calls within the Full Local Calling Area and are based on airline mileage between wire centers. Each fraction of a minute counts as a full minute.

CLIN	MILEAGE BANDS	INITIAL MINUTE	ADD'L MINUTE
010-0040-KY000	A (0 miles)	\$.02	\$.01
010-0041-KY000	B (1-10 miles Limited LCA)	\$.04	\$.02
010-0042-KY000	C (Greater than 10 miles beyond LCA)	\$.06	\$.04
010-0043-KY000	D (1-10 miles beyond LCA)	\$.04	\$.02
010-0044-KY000	E (11-16 miles beyond LCA)	\$.06	\$.04
010-0045-KY000	F (17-22 miles beyond LCA)	\$.09	\$.07
010-0046-KY000	G (23-30 miles beyond LCA)	\$.09	\$.07
010-0047-KY000	H (31-40 miles beyond LCA)	\$.09	\$.07
010-0048-KY000	I (Greater than 40 miles beyond LCA)	\$.09	\$.07

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

E. Premium Calling

1. Premium Calling Usage Package

	Monthly Rate	
(a) Business	\$55.00	(T)

2. Access Line

	Monthly Rate Rate Group 1-4	Monthly Rate Rate Group 5	
(a) Business Inward	\$29.70 (I)	\$33.00	
(b) Business Both Way	\$32.70	\$35.35	(T)

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3.2 Application of Rates (continued)

3.2.1 Statewide Rate Schedules (continued)

- F. Time/Day Discount - The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a 50 percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.
- G. Grouping rates for subscribers of Area Calling Service are described following.
- H. Calls completed with automated calling cards or operator assistance within the Limited Local Calling Area or Full Local Calling Area as described in following will be rated at the preceding usage charges, except for the Premium offering, in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and will be billed usage charges based on the originating number.
- I. Calls made outside the Limited Local Calling Area, but within the Full Local Calling Area, on which customers request time and charges, will have those quotations based on toll rates.
- J. All rules and regulations that appear in other sections of this Tariff apply unless otherwise stated herein.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.2 Reserved for Future Use

3.2.3 Reserved for Future Use

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.4 Grouping Service

A. Monthly Rates for Grouping Service on individual lines or trunks

1. Individual Line or Trunk

	Monthly Rate				
	Rate Group 1	Rate Group 2	Rate Group 3	Rate Group 4	Rate Group 5
(a) Business Flat Rate, each	\$12.00	\$11.25	\$8.00 (C)	\$5.00 (C)	\$5.00 (C)
(b) Business Measured Rate, each	\$12.00	\$11.25	\$10.50	\$5.70	\$5.70
(c) Business Message Rate, each	\$12.00	\$11.25	\$10.50	\$10.00	\$5.70
(d) Business Area Calling Service, Each	\$12.00	\$11.25	\$10.50	\$10.00	\$5.70

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.4 Grouping Service (continued)

B. Break in Rotary Number Group

The Basic Termination Charge applies to 60 months.

1. Common equipment in the central office to effect a break in rotary group.

	Monthly Rate	Basic Termination Charge
(a) For the first 10 lines	\$16.50	\$280.00
(b) For each additional ten lines controlled by the same key ¹	\$13.75	\$200.00

2. Change in point of break in rotary number group
Appropriate service charges in Section 4 are applicable.

(a) Each	\$ -	\$ -
----------	------	------

3. Signaling Channel
If appropriate rates and charges specified in
Section 7 are applicable.

\$ -	\$ -
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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.5 PBX Service

**A. Business Trunk - Flat
(Business Individual Flat Rate)**

	Monthly Rate Rate Group					
	1	2	3	4	5	
1. Combination	\$35.90	\$35.90	\$35.90	\$33.75	\$33.75	(T)
2. Inward only	\$32.90	\$32.90	\$32.90	\$30.75	\$30.75	(T)
3. Outward only	\$35.90	\$35.90	\$35.90	\$33.75	\$33.75	(T)
4. Both Way ¹	\$35.90	\$35.90	\$35.90	\$33.75	\$33.75	(T)
5. DID (Direct In-Dial)	\$32.90	\$32.90	\$32.90	\$30.75	\$30.75	(N)
6. DID Combination	\$68.80	\$68.80	\$68.80	\$64.50	\$64.50	(N)

**B. Business Trunk - Measured
(Business Individual Measured Rate)**

(a) Combination	\$26.17	\$28.52	\$30.52	\$32.46	\$38.17	(I)
(b) Inward Only	\$23.17	\$25.52	\$27.52	\$29.46	\$35.82	(I)
(c) Outward Only	\$26.17	\$28.52	\$30.52	\$32.46	\$38.17	(I)

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Note 1: Both way trunks are no longer available for new installations. Combination trunks will be provided to customers requesting both way trunks.

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3.2 Application of Rates (continued)

3.2.5 PBX Service (continued)

C. Business Trunks - Area Calling Service (with LUD)

	Monthly Rate Rate Group					
	1	2	3	4	5	
1. Combination	\$35.70	\$35.70	\$35.70	35.70	\$38.35	(I)
2. Inward Only	29.70	\$29.70	\$29.70	\$29.70	\$33.00	
3. Inward Only	\$35.70	\$35.70	\$35.70	\$35.70	\$38.35	(I)

D. Business Trunks - Area Calling Service (without LUD)

1. Combination	\$32.70	\$32.70	\$32.70	32.70	\$35.35	(I)
2. Inward Only	29.70	\$29.70	\$29.70	\$29.70	\$33.00	
4. Inward Only	\$32.70	\$32.70	\$32.70	\$32.70	\$35.35	(I)

E. Business Trunks - Premium Calling

1. Combination	\$32.70	\$32.70	\$32.70	32.70	\$35.35	(I)
2. Inward Only	29.70	\$29.70	\$29.70	\$29.70	\$33.00	
5. Inward Only	\$32.70	\$32.70	\$32.70	\$32.70	\$35.35	(I)

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3.2 Application of Rates (continued)

3.2.6 Direct-Inward-Dialing (DID) Charges

	Monthly Rate	Nonrecurring Charge	
A. Groups of 20 Working	\$3.40	\$480.00	(T)
B. Group of 20 Reserved	\$3.40	\$480.00	(T)
C. DID Trunk Termination-Inward Only	\$26.00	\$50.00	(T)
D. Multifrequency (MF) Pulsing option, each trunk ¹	\$7.50	\$ -	(T)
E. Dual Tone Multifrequency (DTMF) ¹	\$7.50	\$ -	(T)
G. Automatic Intercept Service, per number ²	\$ -	\$16.00	(T)

Note 1: Provides faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment.

Note 2: Provides automatic referral of calls from a non-listed disconnected DID telephone number to a corresponding new telephone number for twelve months or until the delivery of the new directory, whichever comes first. AIS is available where facilities permit.

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3.2 Application of Rates (continued)

3.2.7 Local Usage Detail (LUD)

- A. The following charge applies for LUD within the Limited Local Calling Area when provided to Measured Rate Service subscribers.

1. Printed Listing

	Charge	
(a) per message listed	\$.01	(T)

1. Charges for LUD are in addition to other applicable local usage charges specified in this Tariff.
2. LUD will be provided on a per line basis except when a customer has multiple lines on the same service account for combined usage and allowance billing. One LUD listing is furnished for these combined accounts.

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3.2 Application of Rates (continued)

3.2.8 Business Line Features

	Monthly Rate	Nonrecurring Charge	
A. Call Waiting	\$4.40		(I)
B. Call Forwarding with Transfer	\$6.00		(T)
C. Call Forwarding Busy Line	\$3.85		(T)
D. Call Forwarding Don't Answer	\$3.85		(T)
E. Caller ID -Basic	\$9.05		(T)
F. Call Return ¹			
1. Per line	\$5.20		(C)
2. Per Use		\$.90	(I)

Note 1: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

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3.2 Application of Rates (continued)

3.2.9 Feature Packages

A. General

When more than five calling features are subscribed to in one Feature Package, five calling features are applied to the Feature Package limit.

1. Package Service

	Monthly Rate	Nonrecurring Charge
(a) Feature Package Option A, Each package	\$76.85	\$ -
(b) Feature Package Option B, Each package	\$51.85	\$ -

B. Service Charges

1. The service order charges specified in Section 4 of this Tariff are applicable for the installations of new lines at the customer's premises. These charges are not applicable for existing customers who wish to move from an existing line to a Calling Plan or a Feature Package.
2. Service charges do not apply for transactions which only involve additions, deletions or changes to the service or features requested as part of plan service with Feature Package service.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.10 Network Interfaces

A. Rates and Charges

1. Application of Charges

- (a) The Network Interface has a nonrecurring charge based on material and labor costs for a connector provided and installed by the Company for use as the Network Interface.
- (b) The charges shown following are applicable for Company installations only.

B. Standard Voice Network Interfaces

	Nonrecurring Charge	
1. Miniature Six-Position Network Interfaces, each		
(a) Two-wire connection to central office (tip and ring only), baseboard	\$23.10	(T)
(b) Two-wire connection to central office (tip and ring only), wall	\$23.10	(T)
(c) Two-line bridged tip and ring, baseboard	\$23.10	(T)
(d) Two-line bridged tip and ring, wall	\$23.10	(T)
(e) Two-line T/R, T1/R1 and T2/R2; sliding cover allows testing of either line	\$11.00	(T)
(f) Single line T/R with make busy (MB and MB1 leads)	\$17.90	(T)
(g) Single line T/R with make busy (MB and MB1 leads) for wall-mounted Equipment	\$17.90	(T)
(h) Single line, 4-wire T/R and T1/R1 exchange access	\$23.10	(T)
(i) Three-line bridged, tip and ring	\$17.90	(T)
(j) up to 25 lines, multiple bridged tip and ring	\$39.70	(T)

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3.2 Application of Rates (continued)

3.2.10 Network Interfaces (continued)

C. Standard Data Network Interfaces

	Nonrecurring Charge	
1. Single line, each		
(a) Universal data jack for single line application for both fixed loss loop and programmed types of data equipment	\$59.90	(T)
(b) Programmed data jack for Single line applications for the programmable type of modem only	\$53.00	(T)
(c) Miniature eight-position keyed with make-busy leads for use with modems with programmable data	\$13.00	(T)

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3.2 Application of Rates (continued)

3.2.11 F.C.C. Access Charge

A. End User Common Line (EUCL)

	Monthly Rate	
1. Single Line Business Customer	\$5.00	(I)
2. Multi-line Business Customer	\$7.84	(T)
3. Basic Rate ISDN, per DSL	\$6.95	(N)
4. Primary Rate ISDN, per Interface ¹	(Note 1)	(N)

Note 1: For Primary Rate ISDN local exchange service, the EUCL Charge will be assessed at five times the Multi-Line Business EUCL Charge rate, per Primary Rate ISDN interface.

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3.2 Application of Rates (continued)

3.2.12 Operator Assistance

A. Directory Assistance Service

Request of a listing (maximum of two requests per call)

	Rate	
1. Within the Local Calling Area for the originating line.		
(a) Each call	\$.33	(T)
(b) Directory Assistance service surcharge	\$.30	(T)
2. Outside the Local Calling Area and LATA/NPA serving areas for the originating line.		
(a) Each call	\$.85	(T)
(b) Directory Assistance service surcharge	\$.30	(T)

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3.2 Application of Rates (continued)

3.2.12 Operator Assistance (continued)

B. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

1. Service Charges

	Rate	
(a) Station-to-Station dial calling card	\$.80	(T)
(b) Station-to-Station operator assisted	\$2.25	(T)
(c) Person-to-Person operator assisted calls	\$4.90	(T)

2. Operator Dialed Surcharge

(a) Station-to-Station operator assisted or person-to-person operator assisted calls where the operator dials the terminating number	\$.80	(T)
--	--------	-----

3. Partially Automated Surcharge

(a) Station-to-Station operator assisted calls where the customer dials the terminating number and elects to have to operator handle the billing	\$.50	(T)
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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.12 Operator Assistance (continued)

C. Local Operator Verification/Interruption Service

1. The charges specified following will apply to all requests except:

- (a) Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.
- (b) Emergency requests in which the caller identifies that the request is to
 - I an official public emergency agency,
 - II an emergency medical number, or
 - III privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center.
- (c) The interruption charge is for both the Verification and the Interruption Services and will be applied whether or not the called party agrees to release the line and accept the call.
- (d) The charges for Local Verification/Interruption Service are in addition to any applicable message rates.

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SECTION 3 - LOCAL EXCHANGE SERVICES

3.2 Application of Rates (continued)

3.2.12 Operator Assistance (continued)

D. Local Operator Verification/Interruption Service (continued)

- | | | |
|--|--------|-----|
| (a) Verification Charge, per call | \$1.04 | (T) |
| (b) Verification and Interruption Charge, per call | \$1.54 | (T) |

E. Local Directory Assistance Call Completion Service

1. Directory Assistance Call Completion Charge

- | | | |
|-------------------------------|-----|-----|
| (a) Charge per Completed Call | \$. | (R) |
|-------------------------------|-----|-----|

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SECTION 4 – SERVICE CHARGES

4.1 Definitions

Service Charge

Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services of facilities. Service Charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

Line Connection Charge (First Line, Additional Line) – Applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and a standard voice miniature six position network interface.

Line Change Charge (First Line, Additional Line) – Applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number changes and suspend/restore.

Secondary Service Charge – A nonrecurring charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

Premises Work Charge - A nonrecurring charge based on the labor time and miscellaneous materials required to rearrange the drop wire, protector and/or network interface.

Customer Request

The term “per customer request” as used in this section shall be defined as a customer request for service that is ordered at the same time to be provided on the same date, the same premises, the same system, and the same account.

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SECTION 4 - SERVICE CHARGES

4.2 Application of Charges

4.2.1 General

- A. Except as provided hereinafter, the following are subject to service charges:
 - 1. All classes of Basic Exchange Service, ISDN, Centrex Type Services.
 - 2. Miscellaneous service arrangements and auxiliary equipment
 - 3. Features and Ancillary Services.
- B. The Line Connection Charge includes a standard voice miniature six position network interface for simple type services which do not require other network interfaces.
- C. Installation charges throughout this Tariff may be applicable in addition to the charges in this section.
- D. Service charges may be required to be paid at the time of application for service.

4.2.2 Line Connection Charge Application

- A. The First Line Connection Charge is applicable if the customer is requesting only one line or the first line of a multiple line request.
- B. The Additional Line Connection Charge applies for each additional line to be connected after the first line on the request.
- C. The Line Connection Charge applies:
 - 1. For the connection of each exchange access line or trunk.
 - 2. On ESSX-1 service for the connection of a Network Access Register (NAR).
 - 3. Per main station line for ESSX[®] Service, Digital ESSX[®] Service, or Centrex Service

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SECTION 4 - SERVICE CHARGES

4.2 Application of Charges (continued)

4.2.3 Line Change Charge Application

- A. The First Line Change Charge is applicable if the customer is requesting changes for only one line or for the first line of a multiple line request.
- B. The Additional Line Change Charge applies on multiple line requests for each line to be changed after the first line on the request.
- C. If the First Line Connection Charge applies on a customer request, any Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
 - For each telephone number changed when requested by the customer.
 - Per NAR for ESSX-1 service.
 - For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
 - For each line, trunk, or per NAR for ESSX-1 service being temporarily suspended at the request of a customer.
 - For changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, or other operational changes.

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SECTION 4 - SERVICE CHARGES

4.2 Application of Charges (continued)

4.2.4 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:
 - 1. Custom Calling Service
 - 2. Grouping Service
 - 3. Customer requested directory listing changes.
 - 4. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable.
- C. The Secondary Service Charge applies for:
 - 1. Transfers of responsibility.
 - 2. Changing from residence to business service and vice versa. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence.
 - 3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
 - 4. When requested by the customer, installing a network interface jack on existing service. In addition to Premises Work Charges, the charge for a Network Interface may apply.
- D. The Secondary Service Charge is applicable:
 - 1. On ESSX-1 service when installing a station line or changing a station number.
 - 2. On Centrex Type Services when adding or changing the operation of a NAR.

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SECTION 4 - SERVICE CHARGES

4.2 Application of Charges (continued)

4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Line Change Charge, or Secondary Service Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where the customer specifically requests additional employees, the initial increment charge will also apply per additional Company employee requested.
- C. Premises Work Charges apply for, but are not limited to (1) the rearrangement of drop wire, protector and/or network interface, and (2) as required for Trouble Determination.
- D. The charge for a network interface jack applies in addition to the appropriate Premises Work Charges for installing a customer requested network interface on existing service.
- E. The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual billable time necessary to complete the request.

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SECTION 4 - SERVICE CHARGES

4.2 Application of Charges (continued)

4.2.6 Service Charges do not apply for:

- A. Changing from Touch-Tone Service to Rotary Dial Service.
- B. Changing from a private or semiprivate listing to a listed number.
- C. Changes in grade of service, e.g., from two-party to one-party.
- D. Changes from one flat, measured or message rate basic local service.
- E. The establishment of a customer's equivalent service at a new temporary location when the original premises is made uninhabitable by a disaster such as a hurricane, tornado, fire, flood, etc., In lieu of a waiver of the new/temporary location the customer may choose to receive the waiver for the return to the original premises.
- F. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
- G. Requests for full or partial disconnection.
- H. The connection, move or change of telephone service previously provided over a Government System when there is no break in the continuity of service.
- I. When a customer's request is provided:
 - 1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the promotional order. Charges for Line Connection, Line Change, or Premises Work will apply if applicable, for additional service.
 - 2. In accordance with the Service Charge waivers listed preceding, additional features or services subject to the Secondary Service Charge may be a part of the waiver order.

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SECTION 4 - SERVICE CHARGES

4.2 Application of Charges (continued)

4.2.7 Installment Billing

- A. Service may be established in advance of payment of service charges. Installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown below. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be treated as a separate Installment Billing arrangement.

1. Per Month, minimum

	Rate	
Business	\$5.00	(T)

B. Installment Billing Service Fee

1. An Installment Billing Service Fee is applicable to Installment Billing payment arrangements established for regulated service purchased from this Tariff by business customers with ten (10) lines or less, and to payment arrangements made for overdue bill balances.

(a) The fee applies for each installment arrangements billed.

(b) Multiple Installment Billing Service fees may appear on one bill if the customers has multiple Installment Billing arrangements in effect.

(c) A customer paying the balance due in less that the predetermined number of installments will not be charged for unbilled installments.

2. Service Fee

Business	\$1.00	(N)
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4.3 Schedule of Charges for Connecting or Changing Service

4.3 Rate and Charges

A. Line Connection Charge

Rate

1. Applies per exchange access line or trunk or per NAR on ESSX-1 service

(a) First Line (per customer request) \$73.00

(b) Additional Line (each) \$22.00

B. Line Change Charge

1. Applies per exchange access line or trunk or per NAR on ESSX-1 service

(a) First Line (per customer request) \$48.00

(b) Additional Line (each) \$14.00

C. Secondary Service Charge

1. Applies per customer request

(a) Each \$20.00

D. Premises Work Charge

1. First 15-minute increment or fraction thereof

(a) Per increment \$30.00

2. Each additional 15-minute increment or fraction thereof

(a) Per increment \$14.00

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4.4 Dual Service

4.4.1 General

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time for non designed services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B. A request for Dual Service occurs on orders for a transfer of service within the same wire center where no telephone number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.
- D. Payment for Dual Service is provided for by billing the nonrecurring charge following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap.

4.4.2 Rates and Charges

	Rate
A. Exchange Access Line Per Business line, trunk or main line	\$24.00

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4.5 Service Expediting Charge

4.5.1 General

- A. When a customer requests that service be provided in advance of the established service interval, and the Company is able to comply, a Service Expediting Charge applies. The Company will determine minimum intervals required to provide service and will not expedite in advance of such intervals. These minimum intervals may vary according to the type and amount of service requested and/or the location where the service is to be provided.
- B. The charge is applicable per exchange, per customer request.
- C. The charge applies to all other service and installation charges normally applicable.
- D. The definition of an established service interval, for purposes of applying this charge, is that interval which was agreed to by the Company and the customer during the initial negotiation for service where flexible dates are available or where predetermined intervals must be offered. Service intervals vary by type and amount of service requested and/or the location where the service is to be provided.
- E. For requests to expedite service to the plant test date from the established due date for lines or trunks requiring engineering design, a Secondary Service Charge will apply in lieu of the charges shown following. This charge is in addition to the normal service charges applicable on the request.
- F. If the Company commits to an expedited service date and then fails to meet the commitment, the customer shall not be responsible for the Service Expediting Charge and the Company shall have no further liability to the customer for its failure to meet the commitment.

4.5.2 Rates and Charges

- | | | |
|----|--|----------|
| A. | Simple Business Service | \$35.00 |
| B. | Lines or Trunks requiring engineering design | \$375.00 |

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SECTION 4 - SERVICE CHARGES

4.6 Trouble Determination Charge

4.6.1 General

- A. The customer shall be responsible for the payment of charges for visits by the Company to the customer's premises which are required in connection with a customer's service difficulty or trouble report when it is determined that the source of the difficulty or trouble is on the customer's side of the demarcation point. This charge does not include any further isolation work beyond the demarcation point.
- B. Payment for this service is provided under two payment options, for Business Individual Line Service and Party Line Basic Exchange Service which do not terminate in a communications system such as a PBX or key system. Under Option I the customer pays on a monthly recurring charge basis per Exchange Access Line per premises. Under Option II the customer pays on a nonrecurring charge basis per visit. Payment for this service for customers subscribing to Other Business Service (Option III) is based on a nonrecurring charge per visit. Business basic exchange services which terminate in a communications system such as a PBX or key system are defined as other Business services.
- C. Where the customer is covered under Option I service, the Company will determine if the customer's service difficulty or trouble is on the customer's side of the demarcation point. This coverage does not include any further isolation work beyond the demarcation point.
- D. Where eligible customers do not subscribe to Option I service, they are subject to the charges as outlined in following in those instances where the Company makes a visit to the customer's premises and the trouble condition is found to be on the customer's side of the demarcation point. Customers subscribing to other Business Service are subject to charges as outlined in C. following.
 - (a) Where a Network Interface is presently installed on the customer's premises the nonrecurring Trouble Determination Charge in B will apply. The customer is responsible for making the necessary repairs to the inside wire and/or jacks subject to regulations.
 - (b) Where a Network Interface is not presently installed on the customer's premises the Trouble Determination Charge will not apply for the maintenance visit. A Network Interface will be installed by the Company, wherever practical, at no charge to the customer. The customer is responsible for making the necessary repairs to the inside wire subject to regulations.
- E. The monthly recurring rates for Option I trouble determination are not subject to suspension.

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SECTION 4 - SERVICE CHARGES

4.6 Trouble Determination Charge (continued)

4.6.2 Charges

A. Option I

1. Exchange Access Line

(a) Per premises

(i) Business

**Monthly
Rate**

**Nonrecurring
Charge**

\$.25

\$ -

B. Option II

1. Per Visit

(a) In addition, a Secondary Charge will apply.

(i) Business

\$ -

\$17.50

C. Option III

1. See Business Premises Work Charges

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